

Deborah.Easterling

From: Jocelyn.Boyd
Sent: Monday, May 06, 2013 1:38 PM
To: charles.terreni@terrenilaw.com; selliot@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Cc: Deborah.Easterling; Daphne.Duke; Tricia.DeSanty
Subject: FW: spill

-----Original Message-----

From: eiselem@comporium.net [<mailto:eiselem@comporium.net>]
Sent: Monday, May 06, 2013 12:47 PM
To: Campbell, Chad; Jocelyn.Boyd
Subject: spill

I sent you an email this morning about activity at my lift station. Since sending that email I found out why the workers were here so early this morning. There was a spill at this new and improved lift station. This is outrageous to pay such high rates for this kind of service, and it still isn't right.

Thank you,

Mary Eisele

Deborah.Easterling

From: Jocelyn.Boyd
Sent: Monday, May 06, 2013 10:50 AM
To: charles.terreni@terrenilaw.com; selliot@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Cc: Deborah.Easterling; Daphne.Duke; Tricia.DeSanty
Subject: FW: lift station
Attachments: SUNP0001.JPG; SUNP0002.JPG; SUNP0003.JPG

-----Original Message-----

From: eiselem@comporium.net [<mailto:eiselem@comporium.net>]
Sent: Monday, May 06, 2013 10:22 AM
To: Campbell, Chad; Jocelyn.Boyd
Cc: Linda Stevenson; tcwateradvisory@hotmail.com
Subject: lift station

Good Morning,

My name is Mary Eisele, my husband and I live on Point Clear Drive. I'm writing to complain about the Tega Cay Water Service. Today is May 6, 2013. Once again the company is at the lift station working. They have the big lid covering the pumps off and are doing something. They were here last week on Sunday and Monday working on the lift. Last Sunday (April 28) they were here around midnight!! The family dog was barking for about 1 hour. My husband Tom got out of bed and went down to the lift station to see what was going on. Apparently they were concerned about the lift. My husband asked if there was a problem and he was told no, they're tight lipped about what's going on. I'm sure they have been told not to discuss anything with the customer. Why come to the lift station in the middle of the night and disturb us if you're not concerned that there will be a spill! They came back on Monday April 29 (we were not at home at this time) we were told by our neighbors. Apparently to clean it out. They were here for several hours. This is the one updated lift station that the Water Service has been highlighting in all their discussions on why we have the big rate increase. I'm not impressed. The company is here just as much, maybe more working on the lift station since the update.

It certainly is a double edged sword. I know we need the rain, I want the rain. When it rains, I don't look forward to the parade of workers in my driveway and my yard trying to divert an emergency spill from entering the lake. Apparently they don't have a handle on the situation. We now pay a huge rate increase for this hassle.

This is not right!

Thank you for your time.

Tommy and Mary Eisele

ps: If you enlarge the photo, the date is wrong. I grabbed the first camera I found and didn't notice the date needed to be changed.





